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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: John Ruckart Examiner: James Kramer
Serial No.: 10/015,250 Group Art Unit: 3627
Filed: December 12, 2004 JUL 27 2006 Docket: 60027.0317US01/BS01253
Due Date: July 24, 2006
Title: Methods and Systems ~~TRADEMARK~~ Communicating with Customers



CERTIFICATE UNDER 37 CFR 1.8:

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450 on July 24, 2006.

By: 
Name: Roger T. Frost

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

39262
PATENT TRADEMARK OFFICE

Sir:

We are transmitting herewith the attached:

- Transmittal Sheet in duplicate containing Certificate of Mailing
- Fifth Response
- Return postcard

Please consider this a PETITION FOR EXTENSION OF TIME for a sufficient number of months to enter these papers or any future reply, if appropriate. Please charge any additional fees or credit overpayment to Deposit Account No. 13-2725. A duplicate of this sheet is enclosed.

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By: 
Name: Roger T. Frost
Reg. No.: 22,176
RTF



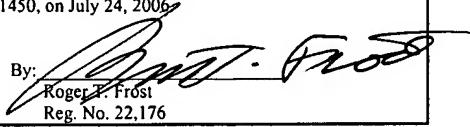
S/N 10/015,250

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: John Ruckart Examiner: James Kramer
Serial No.: 10/015,250 Group Art Unit: 3627
Filed: December 12, 2001 Docket No.: 60027.0317US01/BS01253
Title: Methods and Systems for Communicating with Customers

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence and the paper(s), as described herein, are being deposited in the United States Postal Service, as first class mail, with sufficient postage, in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450, on July 24, 2006.

By: 
Roger T. Frost
Reg. No. 22,176

FIFTH RESPONSE

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Responsive to the Office action dated April 24, 2006 in the patent application identified above please enter the following amendments and reconsider this application in view of the appended remarks.

Amendments to the Claims are reflected in the listing of claims that begins on page 2 of this paper.

Remarks begin on page 8 of this paper.